
Mainframe Disk Storage

Product Summary

DET offers Mainframe Disk Storage at the State's Salt Lake City and Richfield data centers. Storage space in this environment uses the IBM ESS Storage Area Network (Shark) and is available for use by government agencies.

The storage array is used for storage of business critical information requiring reliability, fast data access, the ability to handle large amounts of random I/O, and high data availability.

Description of Services

Mainframe Disk Storage is provided to agencies on a dataset level based on small, medium and large disk pools. Disk storage for a mainframe application is allocated based on dataset file name relating to the agency high level qualifier/naming convention. The process is automated through JCL and Access Control lists. The charge for disk storage is based on allocation size and retention time. The environment is automatically managed by software called DFSMS (Data Facility Storage Management Subsystem).

Product Benefit

Benefits
Mainframe Disk Storage
Managed storage by disk pools
High availability storage management through automated disk backup
Redundant, fault-tolerant hardware and RAID protection provide high availability for high-profile applications
Automated migration of datasets
Physically secure and climate-controlled environment
24x7 monitoring
Reliable, uninterruptible power with battery backup and generator power
Storage support for dataset creation and management, JCL support, storage classification, and training
Availability for redundant storage in Salt Lake and Richfield
Storage equipment resides in a level 3 data center with multi-level security access
Data recovery services and support
Data reclamation service

Services Not Included with this Product

Services Not Included	
Data resumption (business resumption) storage service	This service is available but sold separately
Application data backup	This is the responsibility of the customer.
Open system disk storage	Not provided as part of this product.

DET Responsibilities

DET Responsibilities
All storage hardware is maintained by DET with full support by the hardware vendor
DET provides 24x7 monitoring of the storage environment

Customer Responsibilities

Customer Responsibilities
Backup of application data

DET Customer Support

Problem resolution by DET staff, agency staff and vendors is managed and coordinated by the DET Customer Support Center. The following parameters govern DET efforts to resolve technical problems:

DET Customer Support
Technical assistance incidents are managed based on appropriate industry best practices.
Incident resolution is accomplished by multi-level technical support staff.
Incidents can be submitted 24 x 7 via phone, Internet or Live Chat.
Internet submissions are monitored during normal business hours, Monday-Friday 7:00 AM to 5:30 PM.
Incident priority is based on the importance of system(s) affected, the severity of system degradation, and the number of affected users.
Initial response targets are two business hours for low and medium priority incidents, one clock hour for high priority incidents and thirty clock minutes for urgent priority incidents.
Incident resolution targets are twelve business hours for low priority incidents, ten business hours for medium priority incidents, and six clock hours for high priority incidents and three clock hours for urgent priority incidents.
Response performance, resolution performance and customer satisfaction are measured and reported regularly

Product Rate

The State Rate Committee and the State Legislature have approved rates for this environment. The rate approved is:

Rates for Mainframe Disk Storage
\$.0235/MB/Month (\$23.50/GB/Month)

Ordering the Product

Any government agency interested in purchasing mid-tier storage can fill out the on-line order form by going to: <http://its.utah.gov/productsservices/datastorbackup/datastorbackup.htm> and selecting mid-tier user managed storage or contact their assigned Customer Relationship Manager. The provisioning process includes these steps:

1. The customer agency fills out the on-line order form or contacts their CRM.
2. When submitted, the form is sent to DET CRM's, storage administrators, and the DET Help Desk.
3. The DET Help Desk initiates a Remedy service request order that is sent to the storage administrators. This is to ensure that the customer's request is tracked and followed through.
4. The CRM works with the storage administrator and arranges for a needs assessment meeting between the customer agency and DET if needed. In this meeting the amount of storage, time frames for completion, and other parameters for the project are established.
5. The customer agency provides approval to DET to provision the required storage space.
6. DET storage administrators provision the required disk space.
7. The agency and DET coordinate efforts to connect the agency's servers to the provisioned space.
8. Service and billing begins.

Product Agreement

DET and the Customer agree that this Product Description together with an approved Product Order Form constitute a binding agreement between both parties for the Product and related services required by the Customer. This Agreement remains in effect according to the terms specified in the Product Order Form.

Product and/or Service Rates listed are in accordance with the approved DET Rate Schedules. Therefore, the product description and order form replaces all other documentation, i.e., Contracts, Special Billing Agreements (SBA), Service Level Agreements (SLA), Memorandums of Understanding (MOU), etc.

To the extent that the terms set forth above conflict with an existing Contract, Special Billing Agreement (SBA), Service Level Agreements (SLA), Memorandums of Understanding (MOU), or other agreement between DET and the customer, the parties acknowledge that the foregoing shall supercede the earlier agreement.